

(COMMITTEE)

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2009

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
30*	Jul - Sep 06	Ongoing maintenance for the "hanging gardens" (By Thomas More and Postern) needs to improve.	Quotes have been sought for works to the hanging gardens which has been brought about by ongoing H&S issues. OS obtained quotes and BEO Directorate approved in May for OS to do H & S , weeding, pruning and replanting works. Works scheduled by the end of the financial year.	
46*	Apr- Jun 07	OS contract.Will residents have the opportunity to review contract spec? What is the cost breakdown of the SC and LL areas of the Estate? Is maintaining the contract In House VFM and/or would it be better value to tender?	Contract spec has been reviewed by BEO Directorate and HOs and fed back to OS. Further amendments by BEO to be added.	
52	Oct - Dec 07	Landscaping Working Party - is there an update? There has been little feedback on the progress to date.	Due to funding issues there has been no further action.	✓
54*	Jan - Mar 08	"Missing areas" list for garden areas to be compiled by Hos and passed to OS for comment/action.	Waiting for costs from OS. The costs would be for materials only - (not labour costs). Costs received and being reviewed by BEO Directorate. BEO Directorate approved in May for OS to do works in private gardens. Works now planned for Feb/March 2010.	
70	Jul - Sep 08	Lake jobs such as clearing out filters to happen in the absence of Head Gardener (who usually carries out these scheduled tasks).	To be reiterated by OS Officers to the gardeners.	
73	Oct - Dec 08	The contract specification needs to include greater detail about Fann St Garden, lakes, frequencies, timescales, KPIs and monitoring by OS.	Contract spec being reviewed again by OS. These have been added in as appendices.	✓
76	Oct - Dec 08	There are still large bald/brown areas on both lawns that need addressing.	Areas now much improved.	✓
77	Oct - Dec 08	"Igloos" look unplanted and neglected. Clarification that OS are responsible for this area.	There are some hard landscaping issues causing some of the beds to flood. However the area will soon be thriving again when the irises come into flower.	✓
78	Oct - Dec 08	New types of weed and algae in lake to be addressed.	New weed varieties now being handpulled from the lakes as and when they happen. There is the suspicion that they might have come from a domestic tank. Enzyme bombs as well as green dye and the barley straw are being used. The lakes are also manually cleared which is ongoing.	✓
81	Jan - Mar 09	A query regarding the level of expertise within the gardening team.	Following the contract and the gardeners coming back "in-house" a programme of training has been instituted. This also includes the "RHS General" qualification. The Team Leader is also RHS qualified.	✓
85	Jan - Mar 09	Residents querying level of litter picking?	Beds and gardens are litter picked regularly by the OS, as are the paths which are the responsibility of ES team.	✓
88	Jan - Mar 09	Some areas of the garden are bone dry and plants are dying because of this eg. Elaeagnos.	OS respond that the gardens are irrigated as and when required.	✓

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89	Jan - Mar 09	There seems to be no planned planting and no educated maintenance. How many hours is a gardener committed to tending the plants in the Thomas More/ Defoe garden (not including lawn mowing)?	OS have confirmed that an avg of 20 hours per week are spent on the beds and borders and 7 on lawn work. OS respond that all maintenance is planned and carefully monitored.	✓
90	Jan - Mar 09	HO to review feasibility and costs of rolling annual winter planting programme for gapping up.	Completed.	✓
93*	Apr - Jun 09	To introduce quarterly Joint Inspections of the gardens with the Gardens Advisory Group and Hos?	Awaiting formal recognition of Gardens Advisory Group. BEO reviewing remit of this group. 1st meeting will be held in March	
94	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - weeds and algae in lake. Not being managed effectively/not enough hours spent clearing.	Summertime issue - the importance of manual clearing to be reinforced for summer 2010 to gardening team and supervisor.	✓
95	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - gardens and gardeners are great.	For comment only.	✓
96	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - gardens an asset to the Barbican	For comment only.	✓
97	Apr - Jun 09	SLA working party comment - regarding poor quality of Shakespeare Tower planters on Defoe Place.	Planters now removed.	
98*	Jul - Sep 09	Moor Lane and Aldersgate Street beds are both empty following works. When will they be replanted?	Aldersgate - 01/12/09 work completed. Moor Lane - Feb/Mar	
100*	Jul - Sep 09	A few residents have been requesting to take over the planters around the estate because of the current condition of them - they feel they are unkempt and neglected.	Quotes for plant replacement as detailed above. HOs to create index so other areas can be prioritised accordingly. MR to look at condition of specific planters mentioned and feedback. Specific planters pruned back and quote received for consideration by BEO Directorate.	
103*	Oct - Dec 09	Fann Street has been proposed by some residents as a potential site for allotments. This could perhaps be something the GAG when it is formed, should consider.	for comment only	✓